

IN THE CLAIMS

Please amend the claims as follows:

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1. (Original) A method for a network-based facility, the method comprising:
facilitating a submission of a complaint to the network-based facility, the complaint relating to a network-based transaction;
associating an identifier to the complaint;
facilitating a resolution of the complaint associated with the identifier; and
facilitating a claim for insurance if the complaint is not resolved.
 - AI* 2. (Original) The method of claim 1, wherein the network-based facility is a network-based online auction facility and the network-based transaction is a network-based online auction transaction.
 3. (Original) The method of claim 1, wherein the facilitating of the submission of the complaint includes:
providing an interface for a user to input information for the complaint.
 4. (Original) The method of claim 3, wherein the providing of the interface includes:
providing an interface for a bidder or an interface for a seller selected by the user.

5. (Original) The method of claim 1, wherein the facilitating of the resolution includes:
providing a status interface for a user to view a current status or provide comments
related to the complaint associated with the identifier or an interface to report a status of the
complaint associated with the identifier.

6. (Original) The method of claim 5, wherein the providing of the status interface includes:
providing an interface for a user who is complained against to input comments related to
the complaint associated with the identifier.

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7. (Currently Amended) The method of claim 1, wherein the facilitating of the claim for
insurance includes:
providing an interface for a user to file an insurance claim if the complaint has not been
resolved after a certain period of time.

8. (Original) The method of claim 1, wherein the facilitating of the resolution includes:
providing an interface allowing a user who is complained against to respond to the
complaint.

9. (Original) The method of claim 1, wherein the facilitating of the resolution includes:
exchanging comments between a complaining user and a complained against user
regarding the complaint associated with the identifier.

10. (Original) A network-based facility system, comprising:
a database configured to maintain records of network-based transactions; and
a processing unit configured to facilitate a submission of a complaint from a user, the complaint relating to a network-based transaction record maintained by the database, to associate an identifier to the complaint, to facilitate a resolution of the complaint associated with the identifier, and to facilitate a claim for insurance if the complaint is not resolved.

11. (Currently Amended) The network-based facility system of claim 10, wherein the network-based transaction record is a network-based online transaction record.

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12. (Original) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface for a user to input information for the complaint.

13. (Original) The network-based facility system of claim 12, wherein the processing unit is further configured to provide an interface for a bidder or an interface for a seller selected by the user.

14. (Original) The network-based facility system of claim 10, wherein the processing unit is further configured to provide a status interface for a user to view a current status and provide comments related to the complaint associated with the identifier or an interface to report a status of the complaint associated with the identifier.

15. (Original) The network-based facility system of claim 14, wherein the processing unit is further configured to provide an interface for a user who is complained against to input comments related to the complaint associated with the identifier.

16. (Currently Amended) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface for a user to file an insurance claim if the complaint has not been resolved after a certain period of time.

17. (Original) The network-based facility system of claim 10, wherein the processing unit is further configured to provide an interface allowing a user who is complained against to respond to the complaint.

18. (Original) The network-based facility system of claim 10, wherein the processing unit is further configured to facilitate exchange of comments between a complaining user and a complained against user regarding the complaint associated with the identifier.

19. (Original) A machine-readable medium that provides instructions, which when executed by a machine, cause said machine to perform operations comprising:

facilitating a submission of a complaint to the network-based facility, the complaint relating to a network-based transaction;

associating an identifier to the complaint;

facilitating a resolution of the complaint associated with the identifier; and

facilitating a claim for insurance if the complaint is not resolved.

20. (Original) The machine-readable medium of claim 19, wherein the network-based facility is a network-based online auction facility and the network-based transaction is a network-based online transaction.
